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Synopsis

Use of Artificial Intelligence in Human Resource Management : A comparative study of TCS and Infosys

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INTRODUCTION

ARTIFICIAL INTELLIGENCE (AI)

Artificial Intelligence (AI) is a type of technology that allows machines, like computers or robots, to learn, think, and make decisions like humans.[1] It helps machines do tasks such as understanding speech, recognizing images, solving problems, and even driving cars.AI refers to the simulation of human intelligence in machines programmed to think, learn, and perform tasks that typically require human cognitive abilities. For example: • When your phone understands your voice commands (like "play music"), that's AI. • When a website suggests movies or products you might like, that's AI too. Definition Artificial Intelligence refers to the ability of a machine or computer program to perform tasks that would normally require human intelligence. These tasks include decision-making, problem-solving, language understanding, pattern recognition, and learning. Artificial Intelligence (AI) is the simulation of human intelligence in machines that are programmed to think and learn like humans. The concept of AI includes various techniques and methodologies to create systems that can perform tasks that usually require human intelligence.

TYPES OF AI

AI can be categorized into three levels based on its capabilities:

a. Narrow AI (Weak AI): This is AI designed to perform a specific task or a set of tasks. It is the most common form of AI today. Examples include voice assistants like Siri and Alexa, image recognition software, and recommendation systems.

b. General AI (Strong AI): This AI can understand, learn, and apply intelligence across a wide range of tasks, much like a human. It is still theoretical and has not been fully realized.

c. Super intelligent AI: Thís refers to AI that surpasses human intelligence in all areas, include creativity, problem-solving, and decision-making. It is a speculative concept that raises ethical concerns.

Core Components of AI AI involves several key components and techniques, including Machine Learning (ML):

A subset of AI that enables systems to learn from data and improve their performance over time. ML algorithms can analyze large datasets to identify patterns and make predictions or decisions without being explicitly programmed.Common types of ML include: Supervised Learning: The model is

trained using labelled data to make predictions. Unsupervised Learning: The model works with unlabelled data to identify hidden patterns.

Reinforcement Learning:

The system learns by interacting with the environment and receiving feedback in the form of rewards or penalties.

Natural Language Processing (NLP):

This is the ability of AI to understand and generate human language. NLP is used in applications like chatbots, language translation, and sentiment analysis.

Computer Vision:

AI systems can analyse and interpret visual data from the world, such as images and videos. Applications include facial recognition, object detection, and medical imaging.

Robotics:

AI is often used in robotics to enable machines to perform physical tasks autonomously. This includes tasks in industries like manufacturing, healthcare, and even exploration (e.g., Mars rovers).

APPLICATIONS OF AI

AI has a wide range of applications across different industries, such as:

a. Healthcare:

AI helps in diagnosing diseases, recommending treatments, and even conducting surgery with robotic systems.

b. Education: AI can significantly enhance education by offering personalized learning, improving administrative tasks, and providing real-time data analysis AI tools can automatically grade assignments, quizzes, and essays, providing instant feedback to students. This reduces the administrative burden on teachers and allows for quicker adjustments to teaching methods.

c. Finance: AI is used in fraud detection, algorithmic trading, credit scoring, and customer service chatbots.

d. Autonomous Vehicles: AI enables self-driving cars to interpret data from sensors and make driving decisions.

e. Customer Service: AI-driven chatbots and virtual assistants are widely used to answer customer queries and provide support.

f. Entertainment: AI is used for content recommendation (e.g., Netflix, Spotify), creating realistic video game characters, and generating art.

g. Manufacturing: AI enhances production lines through predictive maintenance, quality control, and automation.

Future of AI

AI is evolving rapidly, and its future holds significant promise but also risks:

Improved General AI: While general AI is still theoretical, progress is being made towards building systems that can perform a wider range of tasks.

AI in Creative Industries: AI may have an increasing role in fields like art, music, writing, and design.

AI and Human Collaboration: Rather than replacing humans, AI may augment human capabilities, leading to new forms of collaboration in various industries.

Ethical AI: Ensuring fairness, transparency, and accountability in AI systems will become a major focus as the technology advances. In conclusion, AI is transforming many aspects of life and industry, from healthcare to entertainment, offering new opportunities but also challenges. As it continues to develop, ethical considerations, transparency, and proper regulation will play a crucial role in shaping its future.

HUMAN RESOURCE MANAGEMENT (HRM)

Human Resource Management (HRM) is the process of managing people in an organization. It involves hiring the right employees, training them, ensuring they are motivated, managing their performance, and providing support to help them do their jobs well. Developing an organizational human resources strategy, selecting and recruiting personnel, delivering training and development, evaluating employee performance, managing compensation, and managing employee relationships are all tasks that fall under this category.[2] It focuses on fostering a productive, satisfied, and engaged workforce. Human Resource Management (HRM) is the strategic approach to managing an organization's most valuable assets: its people. HRM focuses on the recruitment, development, and well-being of employees, ensuring that the organization achieves its objectives while promoting a

positive work environment HRM is both a business function and a strategic tool for achieving organizational success. HRM focuses on building a positive workplace where employees can grow and contribute to the organization's success. HRM encompasses all activities related to managing people in an organization, from recruitment to retirement.

Key aspects of HRM :

1. Recruitment and Staffing Job Analysis:

Identifying the roles, responsibilities, and qualifications for a job. Recruitment: Attracting and sourcing candidates for the job through job postings, headhunting, or recruitment agencies.

Selection: Interviewing and assessing candidates to choose the best fit for the job.

On boarding: Integrating new hires into the organization by providing training, resources, and support.

2. Training and Development Employee Training:

Enhancing employees' skills to perform their current jobs effectively.

Leadership Development: Preparing high-potential employees for leadership roles.

Career Development: Offering growth opportunities, such as mentoring workshops and succession planning.

Skills Development: Keeping employees up to date with industry changes and new technologies.

3. Performance Management Setting Expectations: Clearly defining job roles and performance standards.

Appraisals and Feedback: Regular performance evaluations to assess achievements, areas for improvement, and employee growth.

Incentives and Rewards: Recognizing top performers through bonuses, promotions, or other rewards.

Corrective Action: Addressing under-performance with constructive feedback and training.

4. Compensation and Benefits Salary and Wages: Determining pay structures based on market trends, employee roles, and performance.

Incentives and Bonuses: Offering financial or non-financial rewards to motivate employees.

Benefits: Providing health insurance, retirement plans, paid leave, and other perks.

Equity and Fairness: Ensuring compensation is fair, competitive, and aligned with the organization's budget.

5. Employee Relations Conflict Resolution: Managing disagreements or disputes between employees, or between employees and management. Employee Engagement: Creating a workplace environment where employees feel valued and motivated to contribute.
Communication: Ensuring open lines of communication between management and staff.
Labour Relations: Handling relations with labour unions and ensuring compliance with labour laws.

6. Health and Safety Workplace Safety: Implementing measures to ensure employees' physical and mental well-being.
Compliance with Regulations: Adhering to health and safety laws, such as OSHA standards.
Employee Assistance Programs: Offering counselling or support for personal issues affecting work performance.

7. HR Planning and Strategy Workforce Planning: Anticipating future staffing needs based on organizational goals and market conditions.
Succession Planning: identifying and preparing future leaders to fill key roles in the organization.
Strategic Alignment: Ensuring HR practices align with the organization's strategic objectives.

8. Legal Compliance Labour Laws: Ensuring compliance with employment laws such as minimum wage, equal employment opportunity, and workplace safety.
Discrimination and Harassment: Preventing workplace discrimination and harassment through policies and training.
Employment Contracts: Drafting contracts that outline the terms and conditions of employment.

AI PRACTICES IN HUMAN RESOURCE MANAGEMENT

Human Resource Practices refers to those activities which help in overall development of the human resources of an organization. These includes training, development, motivating, recruiting, selecting, compensating, etc.
Human Resource Management (HRM) with AI involves using technology to make managing people easier, faster, and more effective. Some of the contributing points are :

1. Hiring Smarter: AI helps sort through job applications to find the best candidates faster. It can even conduct initial interviews using chatbots.

2. Employee Training:

AI creates personalized training plans for employees based on their skills and job roles.

3. Tracking Performance:

AI tools can monitor how employees are performing, giving managers insights to support and reward them.

4. Answering Employee Questions:

Chatbots powered by AI can provide instant answers to common HR questions, like policies or leave balances.

5. Predicting Needs:

AI analyzes trends to predict things like when more staff will be needed or which employees might leave, helping HR plan ahead.

6. AI practices in Human Resource Management (HRM) are becoming increasingly significant as technology enhances efficiency, decision making, and employee experience.

Some key AI practices in HRM include:

1. Recruitment and Talent Acquisition:

AI-powered tools analyze resumes and job applications, matching candidates to the most suitable roles based on skills, experience, and qualifications. Chabot's are used to conduct initial screening interviews, answering candidate questions, and scheduling interviews.

2. Employee Engagement and Retention:

AI analyzes employee data to identify engagement levels and predict potential turnover. It helps in creating personalized retention strategies. Sentiment analysis tools can evaluate employee feedback, surveys, and interactions to assess morale and job satisfaction.

3. Training and Development:

AI helps create personalized learning and development plans for employees based on their career goals, learning styles, and performance data. Machine learning can predict future skill gaps and recommend training programs.

4. Performance Management:

AI systems help assess employee performance by tracking key metrics and providing real-time feedback. Predictive analytics can be used to forecast future performance trends and guide development plans.

5. Workforce Planning:

AI helps HR departments optimize workforce scheduling, considering factors such as workload, employee preferences, and skill availability. Predictive models help organizations plan for future staffing needs based on business trends.

TCS (TATA CONSULTANCY SERVICE)

TCS is an Indian multinational technology company specializing in information technology services and consulting, founded in 1968 by J.R.D Tata Headquartered in Mumbai, it is a part of the Tata Group and operates in 150 locations across 46 countries.[3] It is the second-largest Indian company by market capitalization the most valuable IT service brands worldwide.[4]

As of 2024, TCS is ranked seventh on the Fortune India 500 list. In September 2021, TCS recorded a market capitalization of US$200 billion, making it the first Indian IT company to achieve this valuation. In 2012, it was the world's second-largest user of U.S TCS was founded in 1968 as a division of Tata Sons, with the aim of providing computer services to businesses in India. In September 2023, it was reported that TCS had over 6,16,000 employees worldwide.[5] The company's first major project was to help the State Bank of India with its computing needs, marking the beginning of TCS's long-standing relationship with banking and financial services. Initially, TCS focused on providing software and consulting services to the Indian market, but over time, it expanded its reach to global markets.

TCS operates in more than 46 countries and has delivery centers across the world, including North America, Europe, Asia, Africa, and the Middle East. It has major offices in cities such as New York, London, Toronto, Sydney, and Singapore, serving clients in various sectors like banking and financial services, healthcare, manufacturing, telecommunications, energy, and retail.[4] This global footprint allows TCS to serve large multinational corporations and local businesses with a mix of nearshore, offshore, and on-site services, optimizing costs while delivering high-quality solutions.

AI PRACTICES IN HUMAN RESOURCE MANAGEMENT AT TCS

Tata Consultancy Services (TCS) is one of the leading global IT services companies, and it has been integrating AI and advanced technologies into its human resource management (HRM) practices to enhance efficiency, productivity, and employee engagement.TCS specializes in integrating complex IT systems and applications to ensure seamless transaction and data exchange. TCS offers a range of cloud services including cloud migration, application modernization, and cloud-native development. TCS offers cybersecurity services to help clients protect their digital assets and mitigate cyber threats. TCS develops industry-specific solutions tailored to the needs of various sectors such as banking, healthcare, retail, and manufacturing.TCS practices are comprehensive and cover various domains. Software development offers services across multiple platforms and technologies, including web, mobile, and enterprise applications. They follow agile methodologies and leverage framework like DevOps to ensure rapid and efficient software delivery. Consulting provides strategic consulting services to help clients align their IT strategies with their business objectives. Here are some key ways AI is being utilized in HRM at TCS:

1. **Chatbots for Engagement:** AI chatbots guide candidates, answer queries, and streamline the application process for a better experience.
2. **AI Onboarding Platforms:** Assist new hires by providing personalized resources, company policies, and role-specific guidance.
3. **AI-Driven Coaching:** Virtual AI coaching provides real-time feedback and development opportunities, encouraging continuous learning.
4. **AI for Performance Analytics:** AI analyzes performance data, offering insights for better decision-making on promotions, pay raises, and development plans.
5. **Personalized Learning:** AI creates tailored learning paths based on roles, performance, and goals to support upskilling and reskilling.

TCS Chroma: This cloud-based, AI-driven talent management solution addresses core and strategic talent needs. It automates the end-to-end lifecycle management of talent, providing intelligent insights to enhance human experience, promote workforce well-being, and maximize productivity.

Generative AI for Employee Experience: TCS leverages generative AI to revitalize the 3Ps of employee experience: productivity, empowerment, and purpose. By creating intuitive, human-like content, generative AI enables employees to enhance their creativity and productivity, offering personalized information and assistance.

Cognitive HR Platform: TCS's Cognitive HR is a cloud-based platform that offers a simplified, intuitive, and personalized experience for HR managers and employees. It integrates cognitive capabilities to address modern challenges in human resource management, enhancing existing HR functions.

INFOSYS

Infosys is a global leader in technology services and consulting, founded in 1981 by N. R. Narayana Murthy and six other engineers in Pune, India. Its headquarters is now located in Bangalore, Karnataka, India.[6]

Infosys provides IT consulting, software development, systems integration, and outsourcing services. The company helps clients across industries (banking, healthcare, manufacturing, etc.) with digital transformation, cloud computing, data analytics, AI, and more.[7]

Key areas of focus:

- **Consulting**: Business and technology consulting for strategy, design, and implementation.
- **Application Development**: Building and supporting custom software solutions.
- **Cloud**: Helping businesses migrate and manage cloud platforms.
- **AI & Automation**: Delivering artificial intelligence solutions and automation.
- **Data Analytics**: Extracting insights from data for decision-making

Infosys follows a "global delivery model," meaning they deliver services to clients from various geographic locations. They have a strong offshore presence in India, but they also maintain a network of development centers across the world.[8]

It leverages "next-gen" technologies such as AI, automation, cloud, and the Internet of Things to help clients innovate.

Infosys has been ramping up its focus on AI, machine learning, and cloud transformation to stay ahead of the competition.

The company continues to acquire other firms to enhance its technological offerings, including companies specializing in automation, AI, and data analytics.

AI PRACTICES IN HUMAN RESOURCE MANAGEMENT AT INFOSYS

Infosys has been a leader in integrating **AI** and **automation** into its Human Resource Management (HRM) systems to streamline operations, enhance employee experience, and improve decision-making processes. Here are some key ways **AI** is utilized in HRM at Infosys:

1. Recruitment and Talent Acquisition

- **AI-Powered Screening**: Automates resume and application screening to identify suitable candidates quickly using algorithms that analyze skills, experience, and keywords.
- **Chatbots**: Engage with candidates by answering FAQs, scheduling interviews, and providing updates, enhancing the candidate experience.
- **Predictive Analytics**: Suggests candidates likely to succeed by analyzing historical hiring and employee performance data.

2. Employee Onboarding and Engagement

- **Personalized Onboarding**: Delivers customized onboarding programs with relevant materials tailored to roles and preferences.
- **AI-Driven Surveys**: Uses sentiment analysis to assess employee feedback and improve workplace culture.

3. Learning and Development

- **AI-Based Learning Platforms**: Recommends training and certifications based on job roles, career goals, and skill gaps.
- **Skill Mapping**: Identifies organizational skill gaps and optimizes training strategies.
- **Gamified Learning**: Creates engaging and interactive training modules to boost knowledge retention.

4. Performance Management

- **AI-Driven Analytics**: Provides objective insights into performance using data on work patterns, outcomes, and peer reviews.
- **Continuous Feedback Mechanisms**: Enables real-time performance insights for timely recognition or corrective measures.

- **Predictive Insights**: Flags potential performance or attrition risks, prompting early interventions.

5. Employee Retention and Well-being

- **Employee Sentiment Analysis**: Detects dissatisfaction or disengagement through patterns in communication and feedback.
- **AI for Well-being Programs**: Monitors work-life balance, mental health trends, and stress levels to design effective wellness programs.

By integrating AI into HRM, Infosys not only optimizes its internal HR processes but also enhances the overall employee experience, making it more data-driven, efficient, and personalized. From recruitment to employee development and retention, AI plays a crucial role in enabling the company to stay competitive and provide a better workplace for its employees.

LITRATURE REVIEW

Kapoor (2010)[9] conducted an in-depth examination of the role of business intelligence and its application in the field of human resource management. Through this research study, the author investigated how leading business intelligence vendors integrate data analytics and business intelligence features within human resource management modules. The findings of this research provide valuable insights into how organizations leverage business intelligence tools to enhance HR processes, optimize workforce management, and improve decision-making strategies.

The study by **R & D (2018)**[10] titled Recruitment Through Artificial Intelligence: A Conceptual Study, emphasized the pivotal role AI plays in the recruitment process. The researchers elaborated on how artificial intelligence has revolutionized talent acquisition by automating various tasks such as screening candidates, generating automated responses, scheduling interviews, and managing employee relations. AI-driven recruitment systems have significantly improved the efficiency of hiring processes, ensuring a more systematic and objective approach to selecting suitable candidates for job roles.

Kim (2021)[11] investigated AI-driven performance assessments, emphasizing the advantages of a data-driven evaluation approach. Employees appreciated the objective and standardized nature of AI assessments, as these methods reduced human biases in performance reviews. However, the study

also highlighted concerns about constant surveillance and loss of privacy. Employees expressed discomfort over the idea that AI systems continuously track their performance, raising fears of micromanagement and potential misuse of collected data.

Merlin P. and Jayam R. (2018)[12] conducted a study titled Artificial Intelligence in Human Resource Management, in which they explored the significance and impact of AI in the field of human resources. The researchers provided valuable insights into the role that artificial intelligence plays in modern workplaces, particularly in assisting HR professionals with their responsibilities. According to their findings, AI technology has proven to be highly beneficial in enhancing workplace efficiency by helping HR practitioners gain a deeper understanding of their daily operations. Additionally, the study highlighted how AI enables HR professionals to proactively identify potential challenges, predict emerging trends, and address workforce-related issues in advance. Ultimately, the authors concluded that AI serves as a valuable tool that contributes to the overall effectiveness and strategic decision-making process within human resource management.

Duan (2022)[13]examined privacy concerns related to AI in the workplace, particularly regarding AI-driven monitoring of employee behavior. The study found that employees were increasingly worried about the extent of data collection, questioning how their workplace activities were being tracked and used. This raised broader ethical debates about AI's role in employee monitoring, as concerns over privacy infringement clashed with organizational goals of efficiency and security. The findings underscored the importance of establishing clear policies on AI usage to balance productivity with employee rights and well-being.

Jarrahi (2018)[14] in his research paper titled Artificial Intelligence and the Future of Work: Human-AI Symbiosis in Organizational Decision Making, discussed the growing importance of artificial intelligence in aiding human decision-making within organizations. The study illustrated how AI has been instrumental in addressing uncertainties and ambiguities in decision-making processes. However, despite its capabilities, the role of human intelligence remains indispensable, particularly in situations that require subconscious reasoning and contextual evaluation. The researcher concluded that while AI can enhance decision-making processes, human intervention is still necessary to facilitate and validate the outcomes.

RESEARCH GAP

Although there are lot of research done on artificial intelligence but the study with regards to the artificial intelligence in human resource management While there is significant research on the application of Artificial Intelligence (AI) in Human Resource Management (HRM), most studies focus on generic or industry-wide applications. Few studies provide a comparative analysis of how specific organizations, such as TCS and Infosys, leverage AI in HR practices. This gap hinders a nuanced understanding of company-specific strategies and outcomes. While AI is known to automate several HR functions, limited research exists on whether employees feel threatened by AI replacing HR roles or whether it enhances their HR experience. Most studies focus on AI implementation from a managerial or technical perspective, but fewer examine how employees at different levels perceive and accept AI-driven HR processes in companies like TCS and Infosys.

Research on AI applications in HRM often focuses on global organizations, particularly Western tech firms like Google or Microsoft, leaving Indian IT giants such as TCS and Infosys underexplored despite their leadership in technological innovation. This gap highlights the need to examine the role of cultural and organizational contexts in AI adoption. Furthermore, the rapid evolution of AI technologies, including generative AI and advanced machine learning, underscores the importance of integrating recent advancements into HRM studies. Comparative insights into AI implementation models at TCS and Infosys, shaped by differences in organizational culture, resources, and objectives, are notably scarce, limiting the understanding of best practices. Additionally, employee perceptions and adaptation to AI integration in HR processes remain largely unexplored, leaving critical questions about acceptance and adaptability unanswered.

RESEARCH PROBLEM

1. The integration of Artificial Intelligence (AI) into Human Resource Management (HRM) has revolutionized traditional HR processes, enabling automation, enhanced decision-making, and improved efficiency. However, the extent of AI adoption and its effectiveness varies across organizations. In the Indian IT sector, companies like Tata Consultancy Services (TCS) and Infosys have been at the forefront of technological innovation, including in their HR practices. Despite these advancements, there is limited research comparing the approaches, challenges, and outcomes of AI implementation in HRM between these two industry leaders.

2. To identify and compare the AI tools and technologies used by TCS and Infosys in their HRM practices.
3. To evaluate the impact of AI-driven HRM practices on key outcomes such as employee satisfaction, recruitment efficiency, and workforce development.
4. To explore the challenges and limitations faced by each company in the implementation of AI in HRM.
5. To propose strategies for optimizing AI use in HRM, based on the comparative analysis of TCS and Infosys.
6. The goal is to understand and compare their AI strategies in HR to suggest better ways to use AI in similar organizations.

SIGNIFICANCE OF THE STUDY

The research will enable us to understand the importance of artificial intelligence in human resource management and how this facilitates organizations in HR practices

The topic, "Use of Artificial Intelligence in Human Resource Management: A Comparative Study of TCS and Infosys," employees perspective is important because it explores how AI is transforming HR practices in two leading IT companies. Here's why it matters:

Efficiency in HR Tasks: AI helps automate time-consuming tasks like resume screening and interview scheduling, making HR work faster and more efficient.

Better Decision-Making: AI provides data-driven insights to improve hiring, performance evaluation, and workforce planning.

Improved Employee Experience: AI enhances employee satisfaction by personalizing interactions, on-boarding, and career growth opportunities.

Accuracy: AI algorithms analyze large datasets to provide accurate insights and predictions, reducing errors and biases in decision-making

Competitive Edge: By adopting AI, TCS and Infosys improve their ability to attract top talent and stay ahead in the global market.

Learning for Other Companies: This study shows how AI can be used effectively, serving as a guide for other organizations.

OBJECTIVE OF THE STUDY

- To Explore AI integration in HR processes for recruitment, engagement, and performance management.
- To study the role of artificial intelligence in HRM.
- Analyze AI in personalizing employee training and upskilling via skill gap assessments.
- To study the challenges of artificial intelligence in human resource department
- Look at how AI helps track employee performance and predict future outcomes.
- Understand how TCS and Infosys handle ethical issues and protect data privacy in AI-based HR systems.
- To evaluate the impact of AI on job security and employee satisfaction.
- Compare TCS and Infosys' AI HR strategies with top companies to find the best practices.
- To analyze employee perceptions of AI-driven HRM practices at TCS and Infosys.
- Explore future trends and opportunities for AI-driven HR in the IT sector.

Expected Outcomes

1. Insights into the current state of AI adoption in HRM at TCS and Infosys.
2. Identification of best practices and areas for improvement in AI-driven HR functions.
3. Recommendations for optimizing AI use in HRM for better organizational outcomes.

HYPOTHESIS

H1- TCS and Infosys are same in AI adoption for recruitment.

H2- AI enhances employee satisfaction at both the companies.

H3- TCS provide better AI driven learning and better development solutions than Infosys.

H4- There is a positive relationship between AI adoption in recruitment processes and time to hire reduction at both TCS and Infosys, with TCS performing better in automation.

RESEARCH MEHODOLOGY

Research design

1. The study will adopt a descriptive and comparative research design to explore and compare the use of Artificial Intelligence (AI) in Human Resource Management (HRM) in TCS and Infosys.

2.Adopt a mixed-method strategy by integrating qualitative and quantitative technique to investigate AI's effect on HRM thoroughly.

3.Case studies: Review the implementation of AI in HRM within IT companies through case studies. This review will provide an understanding of the difficulties, advantages, and strategies involved in the adoption process.

4.Create and distribute online surveys among HR professionals and employees from TCS and Infosys to capture their perceptions, experiences, and opinion about AI adoption and its potential benefits.

Universe of the study -

The sample will be drawn fom the employees of the TCS and Infosys.

Sample size -

200 respondents will be taken as sample for the survey from each of the company.

Sources of data -

Both primary and secondary data will be used for data collection.

Primary data will be collected from the employees of TCS and Infosys.

Secondary data will be collected from the official websites of TCS and Infosys and various other websites for other information.

Sampling technique -

Simple stratified random sampling and purposive sampling will be used so that every employee has equal probability of being selected.

HR Professionals: include HR professionals, managers, and executives responsible for HRM functions and decision making within the sampled IT companies.

Sampling Method: Purposive sampling to target employees involved in AI-based HR processes.

Statistical tools -

For the data analysis various statistical tools like mean, median, mode, standard deviation, etc will be used.

LIMITATIONS OF THE STUDY

Specific AI Applications: The study may only cover selected AI applications (e.g., recruitment, employee engagement, or performance management), missing out on others.

Access to Information: Obtaining detailed and reliable data on how TCS and Infosys use AI in HR may be challenging due to confidentiality or proprietary practices.

Transparency Issues: Both companies may not disclose all details of their AI-driven HR systems, leading to incomplete insights.

Rapid Technological Changes: AI technologies in HR evolve quickly, and findings may become outdated within a short timeframe.

Researcher will try to minimize the limitations as far as possible so that accuracy of the conclusion may be ensured.

TENTATIVE CHAPTERIZATION

CHAPTER 1 – Introduction and Review of Literature

CHAPTER 2 – Brief description of Artificial intelligence in human resource management.

CHAPTER 3 – AI practices in TCS and Infosys.

CHAPTER 4 –The Impact of AI on HR practices and employees in the IT sector

CHAPTER 5 - Data collection, Interpretations and hypothesis testing

CHAPTER 6 –Conclusion, findings and suggestion.

SIGNATURE OF GUIDE : **SIGNATURE OF SCHOLAR :**

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